

Job Description
Missouri State Highway Patrol

Class Title: CRID Services Coordinator

Title Code: V00559

Effective Date: 08/27/98

Date Reviewed: 11/06/00

Date Revised: 12/27/04

Immediate Supervisor: Assistant Director, Criminal Records Division

Position Supervised: Section Supervisors

FLSA Classification: Exempt

Working Hours: An employee in this position works an eight-hour shift as directed by the division director; however, working hours are subject to change at the discretion of the commanding authority.

POSITION SUMMARY

This is supervisory and administrative work involving the coordination and balancing of the workflow of input and output of criminal history information.

An employee in this class is directly responsible for the performance and workflow of four section supervisors and indirectly responsible for the performance and workflow output of two technical-level federally funded employees and a large pool of subordinate employees. Work may involve establishing and maintaining workflow controls, monitoring and making recommendations for the division budget, and determining the need for additional office equipment and staff. The employee serves as the system administrator and advisor of the Imaging and Scanning System. The employee also serves as the special projects coordinator for the division. Supervision is received from the Assistant Director, Criminal Records Division; however, the employee is expected to exercise a high degree of initiative and independence in the performance of assigned responsibilities.

DESCRIPTION OF DUTIES PERFORMED

(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Plans, supervises, and coordinates the distribution of the workflow of input and output of criminal history information; organizes and assigns tasks; monitors the workflow to ensure that it is being completed in a timely manner; makes recommendations to lower-level supervisors reference improving the completion of the workload.

Conducts time studies on workflow to assess the need for additional employees; monitors the equipment being used and compiles information pertinent to the maintenance of equipment and upgrading of current computers, office equipment and supplies, etc.; makes recommendations to the immediate supervisor for budget increases, changes, etc.

Serves as the division advisor for the Imaging System; schedules the training of all new and tenured employees and implements the imaging practices; troubleshoots errors and/or failures of the system; provides upgrade training, as needed.

Serves as the division advisor for the criminal history system rewrite; attends meetings, provides input and documentation supporting recommended changes and corrective action; serves as liaison between the Patrol and other agencies reference the criminal history system.

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Researches and recommends changes in division policy and procedures for approval by the director; responsible for the compilation and upkeep of the division Standard Operations Procedures Manual and inter-office communication establishing specific workflow criteria.

Assists with the selection and assignments of new employees and makes recommendations for promotions and disciplinary action of employees within the division; determines the level of criminal history information accessibility each employee requires to complete his/her job tasks.

Responsible for the management of all overtime projects; reviews the tasks to be performed and the order the task must be performed; assigns the tasks to those individuals best suited to complete the task; maintains and compiles all overtime records and salaries to ensure individuals did not go over the allotted overtime approved.

Prepares written correspondence to the FBI, court officials, prosecutors, probation and parole officers, and other law enforcement agencies regarding the assurance of high-quality information forwarded.

Requests dispositions from the State Courts Administrator and other law enforcement agencies not previously submitted to the division and reviews for accuracy and completeness; returns fingerprint cards and other documents for correction of errors.

Collects, prepares, and distributes reports, statistics and analytical information related to the status of incoming and outgoing criminal information.

Monitors the MULES training schedule for all criminal records employees; contacts Troop F as needed to request the next available training seminar and schedules the training of those employees who have not undergone MULES certification or need to be recertified.

Serves as the division director in the absence of the director and assistant director; assumes responsibility for the over-all supervision of the division's workflow (e.g., delegates assignments, provides suggestions on workflow assignments, assists with performance appraisals, etc.).

Directly supervises the section supervisors in their performance of duties (e.g., provides recommendations for promotions/discipline of employees, monitors the assignment of work to subordinates, conducts the supervisors' performance evaluations, etc.).

Attends meetings and seminars pertinent to the position and provides training to applicable personnel reference criminal history record reporting procedures.

Performs other job-related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of office practices, principles and procedures.

Thorough knowledge of the statewide criminal justice system and criminal records and identification procedures to include terminology, crime classification and sentence status.

Thorough knowledge of the judicial system (e.g., arresting, prosecuting, sentencing involving record processing, and retention procedures).

Considerable knowledge of the Missouri Sunshine Law, Juvenile Law, Missouri State Highway Patrol dissemination policy, and other state, federal and local laws pertaining to criminal information and reporting.

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Considerable knowledge in the preparation and supervision of preparation of reports, records, and miscellaneous correspondence.

Considerable knowledge in the proper procedures of time analysis and workflow studies.

Considerable knowledge of the principles of budgetary control as applied to the procurement of office equipment, request for additional employees, etc.

Knowledge of the automated fingerprint procedures and equipment used to fingerprint individuals.

Knowledge of the basic principles and practices of supervision.

Ability to read English effectively.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to develop and implement effective procedures for productive workflow and to maintain productivity and quality control reference the dissemination of criminal records, reports, etc.

Ability to plan, assign, and supervise the work of subordinate employees in a professional manner.

Ability to exercise considerable initiative and judgment in planning and carrying out assignments.

Ability to provide professional and administrative support to the director and assistant director when necessary.

Ability to provide assurance to other criminal justice agencies and the public reference quality and accuracy of criminal records disseminated.

Ability to establish and maintain effective working relations with employees, court officials, criminal justice agencies, the public, etc.

Ability to maintain fairness and impartiality in the selection of temporary employees to work in the sensitive areas of criminal records.

Ability to serve as an educator to the public and the judicial system reference the purpose of the Central Repository for Criminal Records.

Ability to answer inquiries reference arrest records received by the courts, prosecutors, law enforcement agencies, etc., received at the state's central repository.

Ability to work independently with little supervision and serve as the division director in the absence of the director and assistant director.

Ability to develop new and improved methods, techniques and procedures of efficient workflow.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to coordinate and delegate special project assignments and ensure the projects are completed in a timely manner.

Ability to communicate effectively in oral and written form.

Ability to exercise judgment and discretion.

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Ability to motivate employees to work in an efficient manner.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE, EDUCATION, AND TRAINING REQUIRED

Graduation from a four year college or university with a degree in criminal justice, criminal justice administration, public administration, business administration, or related field.

AND

Four years experience in the collection or administration of criminal history information with at least one of the four years being in a supervisory capacity.

OR

Eight years as a supervisor with the Missouri State Highway Patrol's Criminal Records and Identification Division specializing in the compliance of receiving, processing, and disseminating criminal records. Four years must have included responsibility for determining compliance with criminal justice statutes and the entering of that information into the criminal history record system database. Must also successfully complete the Department's supervision course within one year of entering the position.